



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Call Out Using Bluetooth Intermittently

Models: 2013-2015 Buick Enclave

2013-2015 Chevrolet Traverse

2014-2015 Chevrolet Captiva 2013-2015 GMC Acadia

Equipped with Radio RPO UG4, UGU, UGY, UGX, UHW, UHV, UI4, UI6, UI7, or UI8

Condition/Concern

The customer may comment that they are unable to use voice recognition to call out when trying to call contacts from their phone address book and the system may respond with random numbers or commands.

This concern may be caused by the phonebook download from the device still being in progress.

The radio does not store the customer's phonebook, so it needs to download the phonebook and text messages (if equipped) every time a bluetooth connection is made.

Depending on the size of the customer's phonebook and previous text messages (if equipped), this may take several minutes.

The radio may not be able to successfully access the requested contact while the entire list is being downloaded which causes the radio to respond with random numbers.

Recommendation/Instructions

Do not replace any parts for this concern as the phonebook download can take several minutes depending on the size of the contact list.

Please advise the customer to clear out unnecessary text messages and advise that contacts may not be accessible through voice recognition while the phone book is being downloaded.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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